VAN FLEET ROOM

BRIEFER

[redacted]

501st MI CDR Rep	1st SIG CDR Rep	8th MP CDR Rep	6th CAV CDR Rep	2ID CDR Rep	8th Army CSM	8th Army CofS	19th TSC CDR Rep	KORO Director Rep	17th AVN CDR Rep	8th PERSCOM CDR Rep	USATC-K CDR Rep

Area I	Area II	501st MI CSM Rep	1st SIG CSM Rep	8th MP CSM Rep	6th CAV CSM Rep	2ID CSM Rep	G1	18th MED CDR Rep	18th MED CSM Rep	19th TSC CSM Rep	KORO CSM Rep	17th AV CSM Rep	8th PERSCOM CSM Rep	USATC-K CSM Rep
Area III	Area IV	Spouse	Spouse	Spouse	Spouse	Spouse	G1 Deputy	G1	J1	8th PERSCOM	18th MED	18th MED	18th MED	Dental
	Surgeon	Chaplain	G5	G4	G3	G3	G1 CPD	KORO	KORO	KORO	KORO	KORO	18th MED	G1
CHRA	CHRA	DoDDS	ENGR	ENGR	PAO	PAO	RM	RM	175th FINCOM	175th FINCOM			AAFES	KORO
	BOSS	AAFES	DECA	CCK	PM	SGS	DoDDS	SOFA	TRANSCOM	EEO	EO	G6	KORO	KORO
													175th FINCOM	G4

TO GROW TO CONNECT TO LIVE TO SERVE

Eighth United States Army

Well-Being Council of Colonels Meeting

Red = OPR

Blue = CDRs

Green = CSMs

29 October 2004

Agenda

1000-1005	Opening Remarks – Eighth Army CofS
1005-1145	Well-Being Issues Update
2.2.2.7	Permissive TDY for College Selection – ACofS G1
2.2.2.8	Distribution TA-50 – ACofS G4
2.2.4.2	Commissary Items at Remote Sites – AAFES
2.3.2.6	Civilian Medical Care – 18th MEDCOM
2.4.1.1	Family Housing
	Build to Lease- Korea (BTL-K) – KORO
	Rental Housing Program – KORO
	Off-Post Housing Charges – KORO
2.4.2.1	Unaccompanied Personnel Housing – KORO
2.5.1.4	Command Education Policy – KORO
3.7.3.2	Sponsorship – ACofS G1
3.7.3.3	SITES Improvement – KORO

Agenda (cont.)

1005-1145	Well-Being Issues Update (cont.)
3.7.4.3	Command Sponsorship – ACofS G1
3.7.4.4	Language Barriers in Customer Service Areas – ACofS G1
3.7.4.5	Blocked Internet Service Providers (ISPs) on Personal Computers Overseas – ACofS G6
4.6.1.2	Family Member Employment Opportunities – ACofS G1
2.3.3.1	Dental Service for Retirees Overseas – 618th DENTAL
1145-1155	Korea Army Family W-B Advisory Update – AFWBAC
1155-1200	Closing Remarks – Eighth Army CofS

Opening Remarks

CofS
Eighth United States Army

8th Army Well-Being Issues Update

Manager: ACofS G1

2.2.2.7

KORO

Support:

Permissive TDY for College Selection

Issue. AR 600-8-10, Leave and Entitlements, does not entitle military sponsors Permissive TDY for travel time from OCONUS to CONUS to visit prospective colleges with their high school age children. Personal contact and student/sponsor visitation is hindered by the time required to travel from OCONUS to CONUS; for example, up to 5 travel days are needed from locations such as Korea. Limiting sponsors in providing the necessary guidance in helping their child choose a quality education can cause a variety of morale and retention issues.

Origin. Eighth Army AFAP Conference – 26-28 APR 04

End State. Authorize sufficient amount of permissive TDY, in conjunction with leave, to account for the distance between OCONUS and CONUS.

A

Status.

- SJA's opinion is that the identified list at paragraph 5-32, AR 600-8-10 is exhaustive rather than illustrative and situations beyond those listed are not currently authorized as bases for PTDY.
- Therefore, the proponent agency for AR 600-8-10 (Deputy Chief of Staff, Army G-1) has been asked to clarify the intent of paragraph 5-32 and if necessary, grant an exception for PTDY authorization.

Resource Impact. None.

G – On track & achieves the intended purpose

A – On track with some difficulties & marginally achieves the intended purpose

R – Does not achieve the intended purpose

B – Does not achieve the intended purpose, significant problems in most areas

Manager: ACofS G4

Support: KORO

2.2.2.8

Distribution TA-50

Issue. Issued TA-50 is inadequate due to lack of standard distribution. Not all MOS's are issued the same TA-50 upon arrival to their current duty assignment. This causes an increase in non-combative related injuries, such as cold and heat injuries. Soldiers must spend their own money to purchase adequate TA-50 to accomplish their mission.

Origin. Eighth Army AFAP Conference – 26-28 APR 04

End State. Mandate appropriate issuance of TA-50 to all Soldiers in accordance with their area of assignment regardless of MOS.

Status.

- FEB 2004's OCIE menu consolidation transformed more than 100 different menus to 1 basic or common menu and 12 specialty menus that support specific MOS's.
- Standardized menu allowed for elimination of obsolete items, increase in inventory of core items and items the soldier actually needs, and eliminated inventory management of obsolete items.
- Process established for menu requirements determination:
  - IMA KORO's Area Customer Service Points issue complete Organizational Mandatory Items List (OMIL) and specialty sets.
  - OMIL outfits soldiers throughout the peninsula with the same equipment, regardless of where they are stationed or transferred and provides CDR's the assurance that soldiers are equipped and ready for battle.
- **Recommend this issue be taken off the W-B scope.**

G/A: green – On track & achieves the intended purpose; amber – On track with some difficulties & marginally achieves the intended purpose; red – Does not achieve the intended purpose, significant problems in most areas

Resource Impact. None

Manager: AAFES

2.2.4.2

Support: DECA

Commissary Items at Remote Sites

Issue. Remote locations with AAFES *Shoppette Plus* are only authorized 100-150 DECA items; some of which are not replenished frequently or not available at all. Customers are forced to purchase items, such as soda, and macaroni & cheese, at higher AAFES prices, or are forced to drive or take alternate transportation to locations with commissaries. This causes increased financial hardship, such as gas, toll prices, vehicle maintenance, and time.

Origin. Eighth Army AFAP Conference – 26-28 APR 04

End State. Replenish DECA inventory at AAFES *Shoppette Plus* frequently, to ensure items are well stocked. Conduct a semi-annual survey on DECA items needed/wanted at remote shoppette sites. Increase DECA items in AAFES *Shoppette Plus* and ensure it includes commonly used consumables such as sodas.

G

Status.

- AAFES will survey every 6 months to the top 100-125 items soldiers want are stocked.
- General Managers will check monthly to ensure the items are at least 85% in stock.
- Except for a few basic items, like merchandise available from AAFES will not be offered as a shoppette-plus item.

Resource Impact. None.

reen – On track & achieves the intended purpose

A

mber – On track with some difficulties & marginally achieves the intended purpose

R

ed – Does not achieve the intended purpose

B

lack – Does not achieve the intended purpose, significant problems in most areas

Manager: 18th MEDCOM

2.3.2.6

Civilian Medical Care 1 of 2

Issue. Improve civilian access to primary care in 18th MEDCOM facilities throughout the peninsula.

Origin. Break out from 8th Army W-B Issue 2.3.2.5 – 27 June 2003

End State. Provide eligible civilian personnel with easily accessible medical treatment equaling or exceeding professional benchmarks.

Atus.

- U.S civilian employees have access to primary care on the peninsula and require about 5% of total visits per quarter.
- To improve access, recommend 1) use additional TDA authorization for KGS positions – FY05 2) increase use of MOU hospitals 3) increase education of civilians through personnel agencies.
- Action: SITES updated
- Non AD/ADFM civilian USFK population = 12,000.

Resource Impact. Transfer of authorizations for 12 KGS employees has been decreased by 8th Army to 2 [illegible] These three authorizations

G – On track & achieves the intended purpose
A – On track with some difficulties & marginally achieves the intended purpose
B – Does not achieve the intended purpose
R – Does not achieve the intended purpose, significant problems in most areas

2.3.2.6

Civilian Medical Care 2 of 2

Affiliated (MOU) Hospitals

ILSAN PAEK
KOYANG

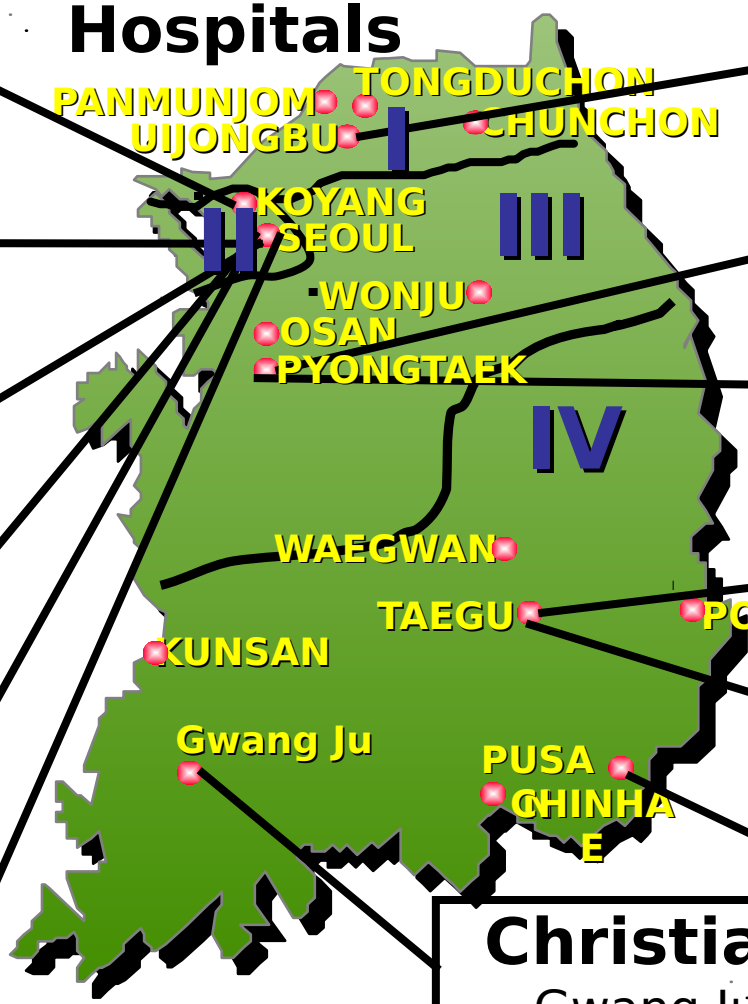
HAN YANG
SEOUL

ASAN
SEOUL

SAMSUNG
SEOUL

SEVERANCE
SEOUL

CHA x 2
SEOUL



ST. MARY'S
UIJONGBU

AJOU
SUWON

DANKOOK
PYONGTAEK

DONGSAN
TAEGU

HYO SONG
TAEGU

DONGEUI
PUSAN

Christian
Gwang Ju

Manager: KORO

2.4.1.1

Family Housing 1 of 3

Construction and Build-To-Lease – Korea (BTL-K): KORO's BTL plan provides provide 2,520 AFH units at three locations in Korea and is consistent with the Army's Family Housing Master Plan (OCT 03) which identifies a total of 4,000 AFH units in Korea. Schools are included in BTL projects.

Status.

G

- Camp Walker, 300 units: On post site identified, advertise RFP in SEP 04, select developer in MAR 05, occupy in JUL 06.
- Camp Humphreys, 1,500 units: Site to be selected in SEP 04, advertise RFP in OCT 04, select developer in January 2006. There are 500 units per phase, with occupy dates as follows: JUL 07, JUL 08 & JUL 09.
- Camp Carroll: 360 units: Site to be selected on post, design charrette 25-28 OCT 04, advertisement RFP TBD, est. occupy in 2008.
- Camp Humphreys, additional 300 units: Site to be selected off post, advertise RFP and select developer TBD, estimated occupy in 2010.
- An additional 220 Units Non-BTL is planned at Camp Humphreys (FY 06 ROKFC), site to be selected.

Installation	Units	Occupancy
Walker	300	July 2006
Humphreys	500	July 2007
Humphreys	500	July 2008
Carroll	360	July 2008
Humphreys	500	July 2009
Humphreys	300	July 2010

Resource Impact. Major OMA bill for BTL support facilities is not yet funded, but is decreasing due to BTL sites being adjacent to existing installations and Yongsan Relocation facilities. OMA requirements in past POM submissions are not identified for funding in current IMA funding guidance.

Manager: KORO

2.4.1.1 (cont.)

Family Housing 2 of 3

KORO Rental Housing Program (KRHP) – AFH and UPH:

Status.

A

- **Phase IV:** Award further leases upon arrival of additional AFH funding allotment – funding appears sufficient to lease additional units for the summer rotation
  - POM request OMA funds not expected until FY 05
  - Request for transfer of MPA to OMA for UPH leases is at ACSIM

Resource Impact. None.

G – On track & achieves the intended purpose

A – On track with some difficulties & marginally achieves the intended purpose

R – Does not achieve the intended purpose

B – Does not achieve the intended purpose, significant problems in most areas

Manager: KORO

2.4.1.1 (cont.)

Family Housing 3 of 3

Off Post Housing Charges:

Issue. There is a perception that landlords are charging the Army families higher rent than Korean renters. Army families feel that this results in higher rental costs for those families and the US government via OHA payments. Army families feel that the government spending excess money on housing results in less money for other Army community programs.

Origin. Eighth Army AFAP Conference – 26-28 APR 04

End State. Educate families on: Future plans for acquiring leased housing and utilization of on post housing for Army families; The differences between the entirely different Korean rental system as compared to typical US stateside rentals; The fair market value evaluations used by Housing to determine the appropriate cost of an off post home.

G

Status.

- Prepare briefing for housing office to better inform incoming personnel to Korea NLT 1 AUG 2004 (delayed for review).
- Provide funding for continued fair market value training to keep housing office personnel refreshed per recommendation Last training was Mid 2003. To be included in ACSIM-funded training in FY 05.
- Use of Chunsei "key money" to determine monthly FMV rent is being worked.
- This issue will be incorporated into SITES.

G – On track & achieves the intended purpose
A – On track with some difficulties & marginally achieves the intended purpose
R – Does not achieve the intended purpose
B – Does not achieve the intended purpose, significant problems in most areas

Manager: KORO

2.4.2.1

Unaccompanied Personnel Housing 1 of ?

Issue. Korea barracks construction and renovation program.
Origin. Eighth Army AFAP Conference - 13-14 MAY 02
End State. Provide a quality place to live for eligible military personnel.
Overall Status.

G

Installation	#	Move In Date - By FY
Casey	35	FY03
Castle	42	FY03
Hovey	176	FY03
Castle(S-2938)	32	FY04
Casey (S-802)	54	FY04
Hovey (S-3673)	8	Aug 04
Hovey (S-3674)	8	Aug 04
Hovey (S-3687)	8	Aug 04
Hovey (S-3689	8	Sep 04

- This issue should not be addressed in this forum… ENG Forum?
- Recommend W-B continue to monitor and provide updates as required.

G – On track & achieves the intended purpose
A – On track with some difficulties & marginally achieves the intended purpose
R – Does not achieve the intended purpose
B – Does not achieve the intended purpose, significant problems in most areas

Manager: KORO

2.5.1.4

Command Education Policy

Issue. Commanders are not required to establish an education policy that addresses the recoupment of tuition assistance. Soldiers are forced to withdraw (dis-enroll) from command approved courses due to mission related tasks. When they do not receive a waiver, Soldiers endure financial hardship, loss of education, career advancement opportunities, and the Army suffers possible retention problems.

Origin. Eighth Army AFAP Conference – 26-28 APR 04

End State. Mandate education centers to provide commanders with enrollments, grades and withdrawals (dis-enrollments) periodically. Include TA brief at Commander's/1SG's course .

G tus.

- 14 May 04 Modern Education Management Information System (mEDMIS) enabled education centers to provide commanders with action memos on all course failures and withdrawals.
- KORO ACES has developed a Tuition Assistance POI which will be presented at the Commander's/1SG course starting NOV 04.
- **Recommend this issue be taken off the W-B scope.**

Resource Impact. Increased TA Funding

re G – On track & achieves the intended purpose
mber A – On track with some difficulties & marginally achieves the intended purpose
ed R – Does not achieve the intended purpose
lack B – Does not achieve the intended purpose, significant problems in most areas

Manager: ACofS G1 Support: 8th PERSCOM

3.7.3.2

Sponsorship 1 of 2

Issue. Implementation of Sponsorship Program at Command Level. There is a lack of command emphasis on sponsorship. Sponsors are not being consistently and appropriately assigned to incoming personnel and to personnel departing Korea.

Origin. Eighth Army AFAP Conference - 13-14 MAY 02

End State. Every soldier and civilian comin
Korea is sponsored and minimizes stress ar
uncertainty associated with relocation.

Metric
Sponsored = 25%
MSC Trained Sponsors = 57%
8 Week AVG as of OCT 04

Atus.

- ✓ Sponsorship added to Command Inspection Program – SEP 04
- ➢ Command emphasis must focus on <u>using SMS</u> to train and manage sponsors
- ➢ Sponsors must complete SMS sponsorship training annually to remain certified
- ➢ Units must the <u>use SMS to assign certified sponsors</u> to inbound personnel to accurately reflect sponsorship activity
- ➢ Reviewing feasibility/value adding to PRBD (Next Slide)

Resource Impact. None.

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B – Does not achieve the intended purpose, significant problems in most areas

Sponsorship Metric

☑ Sponsorship Training Program	☐ Training Program Effectiveness
☑ a. Incoming Personnel Sponsored b. Unit Personnel Trained	☐ Sponsorship Effectiveness

Current Focus

- **Unit Sponsorship Program equals (=) the % trained sponsors & the % soldiers sponsored using Soldier Management System (SMS).**
  - **Goal = 90% Sponsored & 50% Trained**
  - **MSCs explain why goals is not being met… Discussion focus on plan of action to reach goals.**
- **Procedures:**
  1. **Each MSC identifies an individual for SMS home page access. Coordination directly with 8th PERSCOM authorized.**
  2. **MSCs confirm data with 8th PERSCOM… send to G1.**

Manager: KORO

3.7.3.3

SITES Improvement 1 of 4

Issue. Originally identified as “Non-Command Sponsored Children Limited Access to DoDDS”. The focus of the issue is increasing information dissemination using Standard Installation Topic Exchange Service (SITES) and CONUS levy briefs to emphasize the disadvantages of bringing family members to Korea in a non-command sponsored status.

Origin. Eighth Army AFAP Conference - 12-13 MAY 03

Endstate. Individuals have accurate and sufficient facilities support information readily available to make informed decisions concerning bringing families to Korea.

Status.

G

- ✓ AR 608-1, ACS Center requires a Relocation Assistance Coordinating Committee (RACC) meet quarterly (at a minimum, members from ACS, housing, transportation, finance, military personnel, civilian personnel and medical treatment facility). DoDDs and other appropriate agencies will be invited to attend the quarterly meetings.
- ✓ Developing a memorandum from Director, KORO to Area Commanders (Complete 20 OCT 03) directing installations to review and update SITES information and ensure assistance is effective and responsive to the needs of the Army Family. (Complete 30 JAN 04)
- ✓ KORO ACS will review the SITES information to ensure standardization and DoDDs information is provided. (Complete FEB 04)
- ✓ Slide providing pertinent data for families to make informed decision before deploying to Korea has been distributed to all IMA regions for inclusion in their ACS Relocation briefs. (Complete SEP 04)

Resource Impact. None.

SITES address http://www.dmdc.osd.mil/sites

G – On track & achieves the intended purpose

A – On track with some difficulties & marginally achieves the intended purpose

R – Does not achieve the intended purpose

B – Does not achieve the intended purpose, significant problems in most areas

SITES Improvement 2 of 4

SITES - Microsoft Internet Explorer

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Address https://www.dmdc.osd.mil/appj/sites/login.do;jsessionid=435e30d489634fbfb8afc9093f4f51f3

Go Links

SITES Department of Defense

MOVING MADE EASIER

HOME
SITEMAP
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GETTING STARTED

[SELECT INSTALLATION] [LOGOUT]

Welcome to SITES

SITES contains resources for everyone who is relocating from one duty station to another, as well as those working or living at or near an installation. SITES information is posted and kept current by Relocation Assistance Program personnel located in family, community, or work-life centers on installations located around the world.

Getting Started - Planning Your PCS Move: contains general information and links to tools to help you Plan Your Budget, Travel, Housing, and Timeline. Also includes Helpful Moving Tips (more than 30 tipsheets on relocation, deployment, mobilization, and special needs topics).

Select Installation - Select from more than 350 military/Coast Guard/DLA installations that list their information in SITES. Installation information includes phone numbers, addresses, and email addresses of key personnel, as well as local community facts and organizational contacts.

Getting the Most Out of SITES

Permanent Change of Station

Internet

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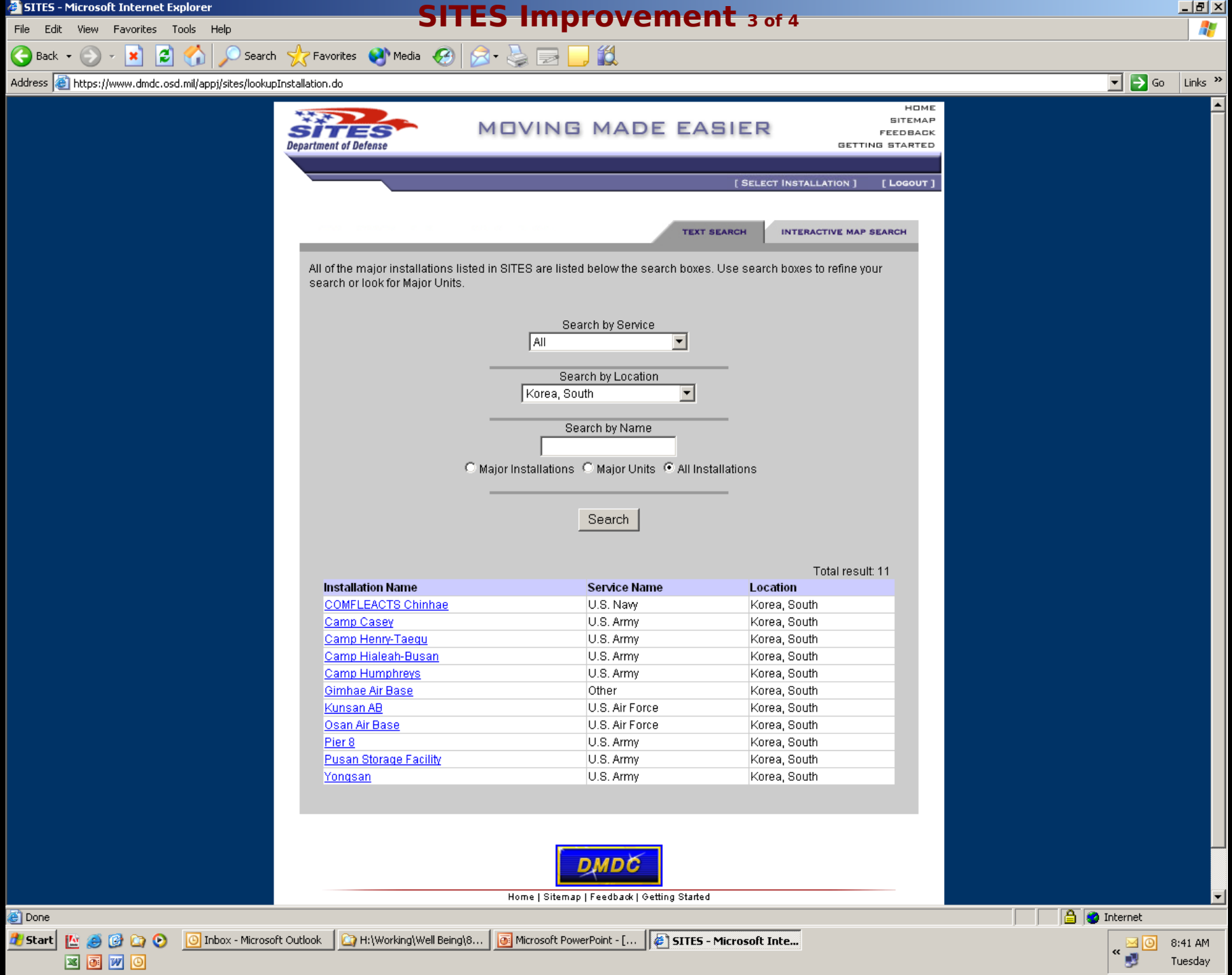
Tuesday

SITES Improvement 3 of 4


SITES - Microsoft Internet Explorer
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Address https://www.dmdc.osd.mil/appj/sites/lookupInstallation.do
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TEXT SEARCH
INTERACTIVE MAP SEARCH
All of the major installations listed in SITES are listed below the search boxes. Use search boxes to refine your search or look for Major Units.
Search by Service
All
Search by Location
Korea, South
Search by Name
Major Installations
Major Units
All Installations
Search
Total result: 11
Installation Name | Service Name | Location
COMFLEACTS Chinhae | U.S. Navy | Korea, South
Camp Casey | U.S. Army | Korea, South
Camp Henry-Taegu | U.S. Army | Korea, South
Camp Hialeah-Busan | U.S. Army | Korea, South
Camp Humphreys | U.S. Army | Korea, South
Gimhae Air Base | Other | Korea, South
Kunsan AB | U.S. Air Force | Korea, South
Osan Air Base | U.S. Air Force | Korea, South
Pier 8 | U.S. Army | Korea, South
Pusan Storage Facility | U.S. Army | Korea, South
Yongsan | U.S. Army | Korea, South
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Microsoft PowerPoint - [...
SITES - Microsoft Inte...
8:41 AM
Tuesday

SITES - Microsoft Internet Explorer

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SITES Department of Defense

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LOCATION | HOUSING | HOUSEHOLD GOODS | EDUCATION | EMPLOYMENT | HEALTH & WELLNESS | FAMILY ISSUES

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Directions
Check-in Procedures
Base Transportation
Vehicle Regulations
Major Unit Listings
Personnel Locator
Satellite Locations
Activities
Shopping/Food

CONTACTS/LINKS

DIRECTORY LISTING

INSTALLATION

Camp Casey - Korea, South

Location ♦ Installation ♦ Overview

Printer Friendly Word Version (not available on all browsers)

In the military, moving is a way of life. When you receive orders, anticipate receiving orders, or need to travel for work or pleasure, the information in SITES helps you plan an efficient and smooth trip. For personal assistance, contact your Relocation Assistance Program at your installation.

The military provides support services on many installations worldwide. More than likely, the resources of the surrounding community will support your everyday needs since you may be living in the community around the facility where you are stationed. This category provides basic information on the new location and the surrounding community. Information including directions to the installation, units on the installation, check-in procedures, links to the installation home pages, information on weather, transportation, shopping plus much more.

UNITED STATES ARMY GARRISON AREA I/2D INFANTRY DIVISION ARMY COMMUNITY SERVICE UNIT #15543 APO AP 96224-0453

Location: NORTHWESTERN SOUTH KOREA

Major Command: 2D INFANTRY DIVISION

Area I and the 2d Infantry Division (2ID) area is a non-command sponsored area located in the North western section of the Republic of Korea. Located within this area of approximately 700 square miles are 42 installations/compounds. All soldiers arriving in this area are processed through the Warrior Replacement Company. Further assignments are made at that time. All soldiers are assigned to single soldier housing (non-command sponsored area). There are no, repeat NO government family quarters available in this area.

There are a few command sponsored positions within this command. There are no family quarters available and those personnel that are authorized to bring family members usually are authorized quarters at Yongsan or, in some cases Rent Plus. Civilians that are command sponsored or stateside hires are authorized Living Quarters Allowance

LOCAL COMMUNITY

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Time Zone
Nearby Towns
Nearby Installations
Transportation
Motor Vehicles
Activities
Shopping/Food
Local Culture

FAST FACTS

Internet

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8:43 AM Tuesday

Manager: ACofS G1

3.7.4.3

Command Sponsorship

Issue. Plan to increase Korea CSP to 3000 Army positions

Origin. Eighth Army AFAP Conference - 13-14 MAY 02

End State. CSP levels commensurate with other OCONUS locations.

Status.

A

- GEN LaPorte discussed while at 4-Star Conference.
- Saves money. Much like the Army Incentive Program (AIP), we can continue to reduce the turbulence of the Army by having more families on 2 or 3 year tours and thus have fewer PCS moves.
- Supports unit rotations by stabilizing the forces and HQs that execute and C2 RSOI of arriving units and redeployment of units.
- Reduces PERSTEMPO as it increases the stability of the non-rotation Soldiers.
- Assures our ROK Allies and demonstrates our commitment.
- USFK is updating the long-term Family Housing Master Plan.
- We continue to solicit DA support of increasing accompanied tours in Korea in the support of current re-stationing efforts and quality of life initiatives.
- USFK needs CSA support in directing the Army Staff to support this initiative.
- AFH funds are planned and coordinated.
- We need to continue to stress the need for DoDEA and MEDCOM to provide funding to provide adequate community support.

Resource Impact. TBD - $ for infrastructure increase.

G – On track & achieves the intended purpose

A – On track with some difficulties & marginally achieves the intended purpose

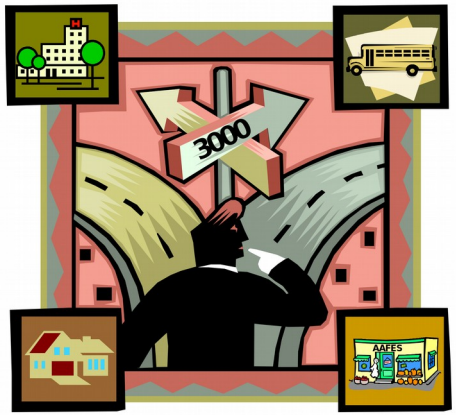
R – Does not achieve the intended purpose

B – Does not achieve the intended purpose, significant problems in most areas

Accompanied Rate Resources

- **Who uses the resources? (OPR: 8th Army G1)**
  - **Military and their families: 27,500**
  - **DA Civilians and their families: 7,800**
  - **Contractors and their families: 3,300**
- **What are the resources? (OPR: KORO)**
  - **Housing**
  - **DoDDS**
  - **Childcare**
  - **Dental**
  - **Medical**
  - **AAFES**
  - **DECA**

CSP: Road to 3000



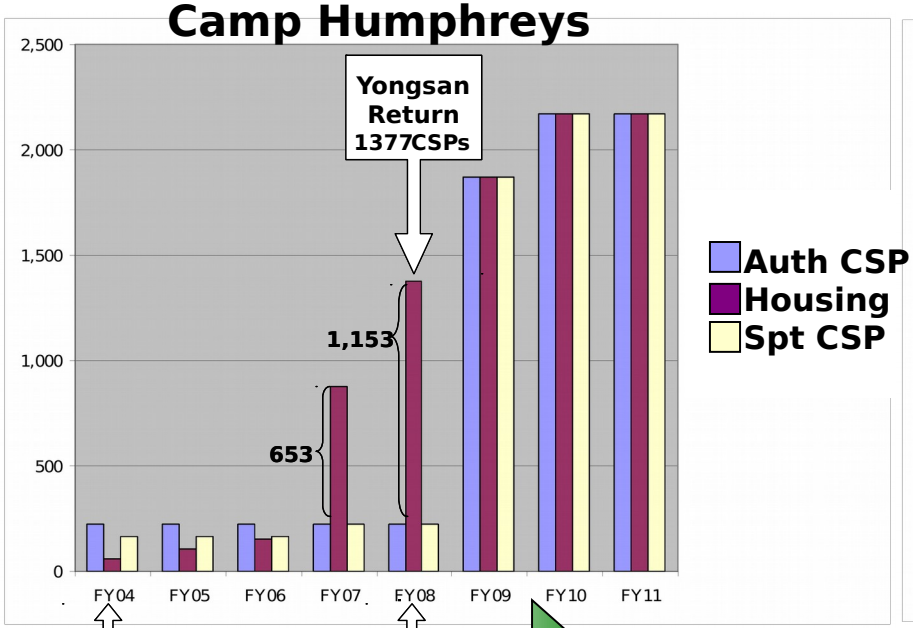
Accompanied Rate Increase

ARMY	2004	2008	2011 Rotation	2011 Non Rotation
Strength:	28,000	16,500	6,600	9,900
Married #:	16,520	9,735	3,894	5,841
Married %:	59%	59%	59%	59%
Auth CSP #:	2,100	2,100	0	3,000
Auth CSP %:	13%	22%	0%	51%
Supportable CSP #:	1,400	2,000	0	3,000
Supportable CSP %:	8%	21%	0%	51%
Housing:	1,800	2,206	N/A	3,000
% on Post:	86%	105%	N/A	100%

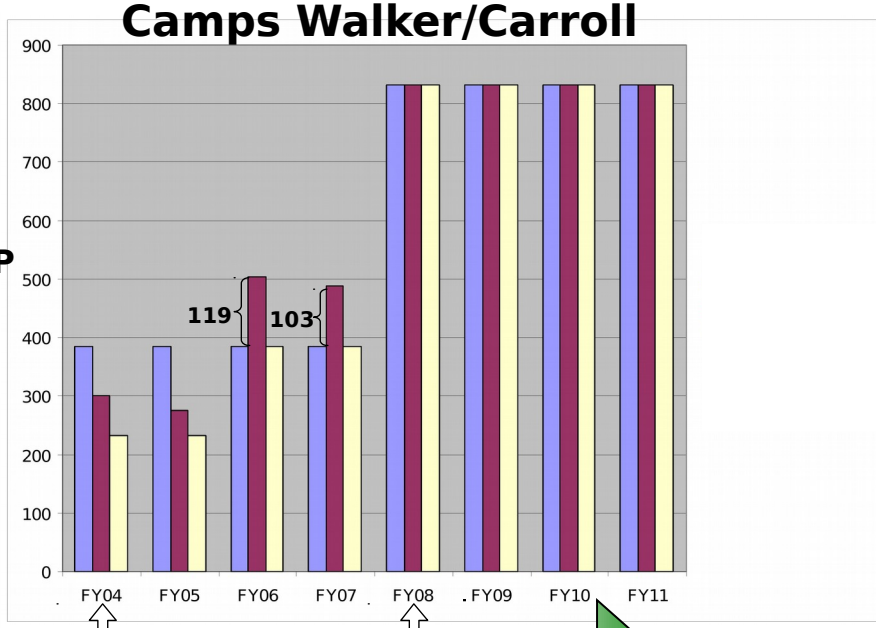
	FY04	FY11
Yongsan Schools	2628	0
Humphreys Schools	357	3760
Walker/Carroll Schools	674	1503
Hialeah Schools	124	0
	3783	5263

Humphreys	2,168
Walker/Carroll	832
	3,000

Camp Humphreys



Camps Walker/Carroll



Manager: ACofS G1, CPD

3.7.4.4

Language Barriers in Customer Service Areas

Issue. Korean Nationals working in customer service areas, (I.e. Post Exchange, DPW, Housing, DECA, Transportation, MWR activities) do not communicate effectively in English. No standard testing for verbal proficiency exists. The lack of oral communication skills, results in poor service.

Origin. Eighth Army AFAP Conference - 12-13 MAY 03

Endstate. Implement mandatory verbal English proficiency training on an ongoing basis.

Status.

G

- Activities are urged to take advantage of English improvement options (e.g. Tuition assistance, in-house training and/or training by contract)
- AAFES program is presented as an example of Management actions
- Recommend this issue be taken off the W-B Scope.

Resource Impact. None.

English Proficiency Program

OCT 04

Areas II & IV

American Language Course Placement Test (ALCPT)

- Used throughout USFK
- AAFES has used ALCPT since AUG 86
- Year 2004:
  - 17 test sessions administered
  - 247 active and outside applicants took it
  - Average score: 53

Requirements

- **USFK:**
  - Effective 5 NOV 03
  - KGS positions: 60↑
  - KGS 02 – 06: 34↑ (non customer-contact)
  - KWB positions: 34 (leader & above)
  - No Waiver for English Language Requirements
- **AAFES:**
  - Higher standards effective 2004
  - All New-hire (entry level): 45 points ↑
  - KGS05/KWB07 and above: 60 points ↑
  - Used to be 35/50 points till 2003
  - Some positions may require more than 60
  - $50 awards for associates scored 80↑
  - Scores good for 2 years: world-wide norm

AAFES English Training

- Contents
  - Verbal and Grammar courses
  - Colloquial American English courses
  - Work-related courses
  - Customer Service courses
- Types
  - Classroom sessions
  - Self-study programs
  - Mentoring programs

Manager: ACofS G6

3.7.4.5

KORO

Support:

Blocked Internet Service Providers (ISPs) on Personal Computers Overseas

Issue. Personal computers, which require local ISPs overseas, are blocked from military professional development sites. The availability of military computers that have access to these sites are limited. Soldiers are not receiving the full benefits of professional development opportunities.

Origin. Eighth Army AFAP Conference – 26-28 APR 04

End State. Emplace a link access to professional development sites with AKO authentication. Provide free access to military professional development in barracks. Incorporate computer regulation into CTA 50-909.

Status.

- 20 AUG 04 RCIO-K sent out data call to Libraries, Recreation Centers, CPACs, Area In-processing Centers, Area Army Lodges, and Pear Blossom Cottages if they would sponsor an AKO Lab. 15 Libraries have requested LABs.
- 07 SEP 04 ITEC4-W Contacting for O & M of AKO Labs Completed. Hired 2 Contractors to maintain Phase-I & Phase-II AKO LABS.
- 30 OCT 04 Identify 20 Spouse Friendly Locations that will host additional AKO Labs.
- 01 NOV 04 Request Site survey of AKO Lab Locations.
- JAN 05 Complete Site Survey. Order Bill of Materials & Furniture.
- MAR 05 Start Power Upgrade to Sites & install furniture, LAN, & PCs.
- APR 05 Anticipated start of AKO Labs at completed sites.
- APR-JUL 05 Open Labs as Sites are completed.
- Sponsors can authorize spouse for an AKO guest account.

Resource Impact. FY 04 500K Congress Plus up, RCIO-K 500 man hours, Anticipated

G – On track & achieves the intended purpose

A – On track with some difficulties & marginally achieves the intended purpose

R – Does not achieve the intended purpose

mbers not achieve the intended purpose, significant problems in most areas

Manager: ACofS G1

4.6.1.2

Support: KORO

Family Member Employment Opportunities 1 of 2

Issue. Lack of information on employment opportunities and application processes act as a barrier to family members gaining employment in Korea. Family members lack the training or experience to successfully navigate the job application process (i.e. RESUMIX).

Origin. Eighth Army AFAP Conference – 26-28 APR 04

End State. Increase employment opportunities information and application processes for family members seeking employment in Korea.

Status.

- Total Percentage of Family Members Employed: 13%
- Family Members Employed at GS-8 & Below: APF - 36%, NAF - 33%
- Total LQA saving to the Command (GS-9 & Above): Approximately $1,920,275
- CHRA publishes RESUMIX guidance regularly & runs workshops – last = 27 OCT 04; next = 23 NOV 04.
- CHRA provides classes/instructions to assist family members.
- FY04 - 824 Family members sought assistance from ACS Family Employment.
- Updates will be provided during the 8th Army Pen-wide CMD & Staff which include spouses, NAF/APF, managers, and educational outreach initiatives – See Next Slide

➢ **Recommend this issue be taken off the W-B scope.**

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Manager: ACofS G1

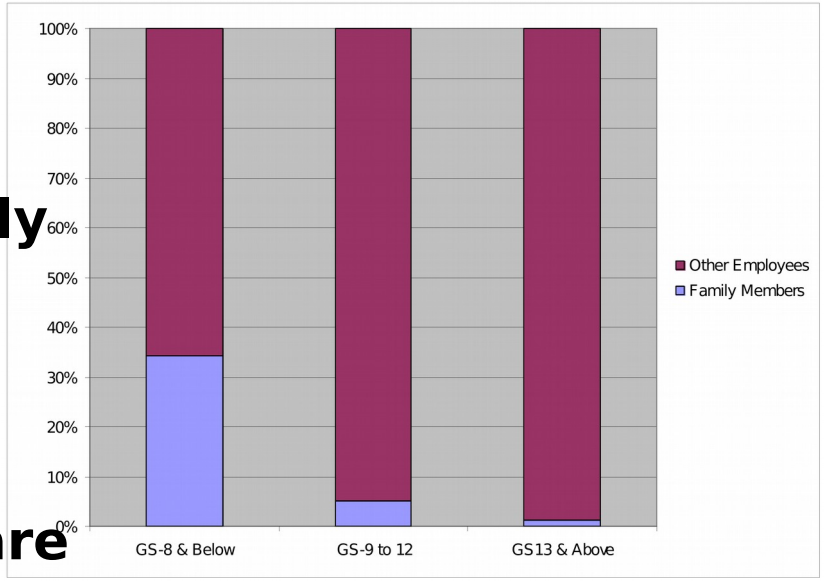
4.6.1.2 (cont.)

KORO

Support:

Family Member Employment Opportunities 2 of 2

- 34% of GS-8s & Below are Family Members
- 4% of GS-9s & Above are Family Members – This Saves the Command Approximately $2M Annually in LQA
- 13% of All DACs (APF & NAF) are Family Members



Grades	APF employees (family members)	NAF employees (family members)	APF employees (other than family members)	NAF employees (other than family members)	Total percentage of family members employed	LQA savings by not recruiting positions held by family members
GS-8 & Below	119	131	215	267	34%	NO LQA
GS-9 to GS-12	63	5	1148	105	5%	$ 1,782,650.00
GS-13 to SES	5	0	386	16	1%	$ 137,625.00
TOTAL	187	136	1749	388	13%	$ 1,920,275.00

- RESUMIX Workshop: Last = 27 OCT 04; Next = 23 NOV 04

Manager: 618th DENTAL

2.3.3.1

OCONUS Retiree Dental Care

Issue. Retirees are unable to receive routine dental services at overseas military installations. Federally sponsored dental insurance is not available outside of U.S. and its territories and possessions. Retirees and families therefore, must absorb 100% of the dental cost.

Origin. Eighth Army AFAP Conference – 26-28 APR 04

End State. Expand TRICARE Retiree Dental Plan (TRDP) to overseas locations.

Status.

- MAR 02: AMC submitted primary dental care for Army families and retirees at no cost to DA AFAP - delegates did not prioritize the issue but developed Issue #509, "TRICARE Dental Benefit Enhancement" which seeks to reduce cost shares and increase the maximum annual dental benefit for both active duty and retirees. Issue remains active.
- NOV 03: USAREUR submitted issue for consideration to DA AFAP to create a separate OCONUS retiree dental plan -- delegates did not prioritize the issue - cost prohibitive.
- NOV 03: Eighth Army submitted issue for increased dental care for non-active duty by rotating reserve units OCONUS, Dental Readiness checks before soldiers' PCS and extension of the TRICARE Retiree Dental Plan to OCONUS retirees -- delegates did not prioritize the issue – not clearly articulated.
- 2 SEP 04 : 8th Army submitted this issue directly to the DA AFAP GOSC (16 NOV 04)

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8th Army
Army Family
Advisory Council
Well-Being
Families Soldiers Civilians
Army Family Action Plan
AFAP
EIGHTH ARMY
WELL-BEING

Family Readiness Groups (FRG)

- **Officially command-sponsored organization.**
- **Avenue of mutual support, assistance & network of communications among family members, the chain of command & community resources.**
- **Creates a climate of mutual support between unit and community.**
- **Supports the military mission through support, outreach & information to family members.**
- **Family member benefits.**
  - **Increases sense of belonging to the unit and community.**
  - **Information, referral & shares support during deployments.**
  - **Promotes positive attitudes toward themselves & an increased understanding of deployments & the Army mission.**
- **Soldier benefits.**
  - **Communicates command caring, integrity of care & open & honest communications.**
  - **Enables ability to concentrate on mission & maintain emotional readiness.**
  - **Maintains confidence that family members will receive reliable & friendly support when deployed.**
- **Unit commander benefits.**
  - **Maintains resilient families - better able to cope & function during separation and/or crisis.**
  - **Increases confidence, commitment & well-being among soldiers & family members.**
  - **Contributes to unit cohesion & soldier readiness.**
  - **Minimizes family distracters conserving time & resources.**
  - **Families overcome problems that are likely to adversely impact soldier performance.**

FRG ~ The Way Ahead

- 8th Army Supports FRGs
- MSC guidance forthcoming.
- Down to Battalion level.
- Reach out to families NOT in Korea as well as those in Korea
- How?
  - VTCs
  - Unit News Letters
  - E-mail
  - Virtual FRG
  - FRG "Training" Events
  - Execute "FRG Rallies" – First scheduled for February 2005

Closing Remarks

CofS

Eighth United States Army

Eighth United States Army

Well-Being Council Of Colonels Meeting

Next W-B CoC: 1000 to 1200, 28 January 2005

Visit the 8th Army Well-Being web Page located at http://8tharmy.korea.army.mil/G1/Well-Being/Start.htm